

DHHS IT RACI Matrix

This matrix documents the responsibility assignments (namely Responsible, Accountable, Consulted, and Informed) for deliverables, milestones, and tasks related to application software change efforts as defined in the revised DHHS IT SDLC. SDLC Effort Types covered by this matrix include all efforts that DHHS IT is directly managing (for example, DHHS Project Management Office (PMO) run projects are not covered). Typically this would be Production Incident Resolution, Maintenance, and Enhancements. This matrix includes the minimum required inclusion of those that must be consulted and informed, but each change effort may choose to expand those participants as necessary.

Last Revised 11/14/2015

Deliverables Milestones Tasks	DHHS Executive Management				Business					DHHS IT										Security		Environment &		Management				Approvals			
	DHHS CIO	DHHS ITGB	DHHS PMO	DHHS Technical Architect	Division Director	Budget Officer	Owner	Designated Requester (Enhancements)	Requester/User	Deputy CIO	Budget Officer	IT Director (Apps Mgmt)	Tech Services & Support Unit	IT Infrastructure Section	Information Security Officer	IT Service Management Office	IT Procurement Attorney	IT Manager / Project Manager	Technical Lead (may also be the IT Mgr)	Application Team(s)	DHHS PSO	Business Info Security Officer	Vendor Hosting Provider	DIT/Hosting Provider	Statewide IT Procurement	DHHS Office of Procurement and Contract Services	DHHS Contract Administrator	Vendor Contract Administrator	State CIO	OSBM	
Effort Artifacts (as required per revised DHHS IT SDLC)																															
Request Step																															
Help Desk Ticket								R	R									A	R	R											
DHHS IT Enhancement Request Form					C		A	R										R	C	I											
ITGB Proposal and Budget Form	I	I	C	I	A	C	R			I	C	C						C			I										
ITGB Approval Memorandum	A	R	C	I	I	I	I			I	I	I						I			I										
Risk Evaluation Tool Results							I	I										A	R	I											
Plan Step																															
Detailed Business Requirements Document							A		R									I	I	I											
Statement of Work (SOW)							C											A	R	C											
Detailed Schedule/Work Plan							C											A	R	C											
Monitoring and Control Log							I											A	R	C											
Change Requests							R											A	C	I											
Amended DHHS IT Contracts						C	C			C*	C	I				C	R	C							C	C	A	C			
Status Reports (to the Business)							I											A	R	C											
Technical Requirements Document							I											A	R	C											

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Effort Artifacts (as required per revised DHHS IT SDLC)																														
Requirements Traceability Matrix (RTM)																		A	R	C										
Design Documents (includes database design, security, etc.)														C				A	R	C										
Programming Specifications (to include security)																		A	R	C										
Hosting Exception Approval	C					C	R			I	C	I			I			A	C	I	C		C				C	C	C	C
Linux Service Account Request (OITS-hosted Linux Systems)																		A	R					C						
Linux User ID Request (OITS-hosted Linux Systems)																		A	R					C						
ITS Hosting Services - New Project/Server Client Questionnaire, Solaris/AIX							I							I				A	R					C						
ITS Hosting Services - New Project/Server Client Questionnaire							I							I				A	R					C						
OITS Server Farm Request Form							I							I				A	R					C						
OITS Service/Support Order Authorization (3002) form						C	I				A			I				C	C					R						C
Appropriate Applications Integration to NCID form																		A	R	C				C						
Security Plan					A		C								R**				C		I	R								
Data Conversion Plan							C						C					A	R	C										
Test Plan							R											A	R	C										
Implementation Plan							C											A	R	C										
Training Plan							A/R																							

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Effort Artifacts (as required per revised DHHS IT SDLC)																																
Technical Test Cases and Expected Results (except UAT)																		A	R	C												
Automated Test Scripts																		A	C	R												
User Acceptance Testing Test Cases							A/R											I	I	I												
Build Step																																
Installed hardware/ server side software													R	R				A	C	I				R	R							
Vendor SLA			I				C			C*	I	I				C		C			C							A	R			
Platform Security / Vulnerability Scans																		I	A		R			R	R							
Code/Build Solution							I											I	A	R												
Unit Test Findings																			A	R												
Peer Review Checklist																		C	A	R												
Technical Test Findings																		I	A	R												
Configuration Management tool history of approval and promotion of code to test environment(s)							I											I	A	R												
User Acceptance Findings							A/R											I	C	C												
UAT Approval Form							R											I	A	I												
Disaster Recovery Plan															I				A	R	I	I										
DHHS IT Continuity of Operations Plan (COOP) (updates)															R			A	C		I											
Training manual/materials							A/R												C													
User Manual (includes administrator manual if necessary)							A/R												C													
System Documentation																		I	A	R												

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Effort Artifacts (as required per revised DHHS IT SDLC)																															
Online Help Content							A/R												C	C											
Approval to Proceed to the Implement Step							R											I	A	I											
Implement Step																															
Implementation Checklist																			A/R	C											
Configuration Management tool history of approval and promotion of code to production																		A	R	R											
Post Implementation Technical Verification							I												A	R											
Post Implementation Business Verification							A/R												I												
Application Portfolio Management Tool Updates			C															A/R	C												
Lessons Learned							C											A/R	C	C											
* If a business division (i.e., not DHHS IT) has the contract with the vendor, then the business division director would sign the amendment or SLA instead of the DHHS Deputy CIO.																															
** For DHHS IT-owned applications only. If the solution is owned by a business division (i.e., not DHHS IT), then that division's ISO is responsible for the solution's Security Plan.																															
R = Responsible	The person who is responsible for gathering all of the information from various sources and producing the deliverable. There is usually one person that is responsible.																														
A = Accountable	The person who is accountable for approving the final deliverable (if approvals are required) or for making sure the deliverable is produced according to approved SDLC standards. There can only be one person that is accountable.																														
C = Consulted	The person or persons who must be consulted before a decision can be made.																														
I = Informed	The person or persons who must be informed of any decision that has been made and the status of the effort.																														